

## PATIENT SURVEY RESULTS FEBRUARY 2014

In February 2014, every patient we spoke to was asked to complete a short confidential survey and the results are summarised below

Once again, we are delighted with results:

- **97% of patients rating the service Good/Excellent**
- **response rate of over 56%**

With utilisation rates consistently over 85% this reinforces and demonstrates the real value that RedArc adds.

	Good/ Excellent	Satisfied	Fair	Poor	No Response
During your initial call, was our service fully explained to you in an understandable way?	98%	1%	0%	1%	0%
Was the nurse empathetic and respectful throughout the course of your call?	99%	1%	0%	0%	0%
Did you feel that you were being listened to?	98%	0%	0%	1%	1%
Were you able to express and discuss the problems that were most important to you?	99%	0%	0%	0%	1%
Were you given useful information and/or appropriate guidance on how to resolve any difficulties or concerns?	94%	4%	0%	1%	1%
Did you feel you had enough ongoing contact and support?	95%	2%	1%	1%	1%
<b>Total</b>	<b>97%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>
<i>Last year</i>	<i>97%</i>	<i>2%</i>	<i>0%</i>	<i>0%</i>	<i>1%</i>

	Yes	No	No Response
Has your experience of being supported by your Personal Nurse Adviser enhanced your view of your scheme?	<b>92%</b>	3%	5%

*Data verified by independent auditor*

Christine Husbands  
**MANAGING DIRECTOR**

*“ Adding real value with a unique, practical and caring service. ”*